



# Troubleshooting Reference Guide

600 Series



400 Series



Error code	Product	Description	Corrective action
SP Hr	in.xm	Internal hardware error detected.	<ul style="list-style-type: none"> <li>Restart unit.</li> <li>Manually change the status of all pumps and accessories.</li> <li>Change in.xm pack error re-appears.</li> </ul>
SP in	in.xm	Input voltage too low. Possible causes: <ul style="list-style-type: none"> <li>A problem with the terminal connections</li> <li>A problem with the incoming power line.</li> </ul>	<ul style="list-style-type: none"> <li>Check incoming power terminal connections ensuring that they are properly wired and tighten.</li> <li>Call an electrician if problem persist.</li> </ul>
SP F1	in.xm	Fuse F1 is blown.	<ul style="list-style-type: none"> <li>Replace fuse F1 with an identically rated part (See inside panel).</li> </ul>
SP F2	in.xm	Fuse F2 is blown.	<ul style="list-style-type: none"> <li>Replace fuse F2 with an identically rated part (See inside panel).</li> </ul>
SP F3	in.xm	Fuse F3 is blown.	<ul style="list-style-type: none"> <li>Replace fuse F3 with an identically rated part (See inside panel).</li> </ul>
SP br	in.xm	Incorrect input current setting. The user tried to set input current rating lower than the total current for each output.	<ul style="list-style-type: none"> <li>Increase in.xm current rating and breaker setting.</li> <li>Replace breaker and manufacturer's cable.</li> </ul>
SP Ot	in.xm	Temperature inside the spa skirt is too high (overheat condition).	<ul style="list-style-type: none"> <li>Remove spa skirt and let system cool down.</li> <li>Reset main breaker.</li> </ul>
SP OH	in.xm	The system detects spa temperature exceeding normal limits (overheat condition).	<ul style="list-style-type: none"> <li>Remove spa cover.</li> <li>Add cold water to spa and let system cool down.</li> <li>Lower filter cycle's duration.</li> </ul>
ch nF	in.therm	No water flow detected.	<ul style="list-style-type: none"> <li>Verify if something is obstructing the water (air locks, closed valves or dirty filters).</li> <li>Check and clean filters.</li> <li>Ensure adequate water level.</li> </ul>
ch nH	in.therm	No heat. This error occurs if the in.therm is trying to heat the water but no increase in water temperature is detected.	<ul style="list-style-type: none"> <li>Disconnect and reconnect* heater cable (big orange cable).</li> <li>Restart the spa pack.</li> <li>If error code is still appearing replace in.therm.</li> </ul>
ch nC	in.therm	Communication error between the in.xm and in.therm has been detected. Possible causes: <ul style="list-style-type: none"> <li>Bad connection between the in.xm and the in.therm (cable not connected).</li> <li>Male connector pins that may be bent or internal</li> <li>Failure in the in.xm or in.therm.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure heater cable (small orange cable) is properly connected*.</li> <li>Restart unit.</li> </ul>

\*A latch mechanism in the in.link connector will produce a clicking sound when properly connected.



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Error code	Product	Description	Corrective action
rh HL	Accessories	<p>Potential problem in the High Limit circuit detected. Possible causes:</p> <ul style="list-style-type: none"> <li>• Heater stored in a hot location prior to installation and there is no water flowing through to cool it down</li> <li>• Ambient temperature is hot enough to heat the spa water even though pumps are off.</li> </ul>	<ul style="list-style-type: none"> <li>• Add cold water to spa.</li> <li>• Allow heater to cooldown by starting Pump 1.</li> <li>• Reset spa pack.</li> </ul>
rh Hr	in.therm	Internal hardware error detected.	<ul style="list-style-type: none"> <li>• Restart unit.</li> <li>• Restart heater by changing set point.</li> <li>• Replace in.xm if problem persist.</li> </ul>
P1 Er	Accessories	The system does not detect current variation when turning the device on/off.	<ul style="list-style-type: none"> <li>• Ensure that the device is properly connected.</li> <li>• Manually turn device on/off.</li> <li>• Turn device at high/low speed.</li> <li>• Restart unit.</li> <li>• Replace device if problem persist.</li> </ul>
P2 Er	Accessories	Same as P1 Er error code	Same as P1 Er error code
P3 Er	Accessories	Same as P1 Er error code	Same as P1 Er error code
O3 Er	Accessories	Same as P1 Er error code	Same as P1 Er error code
bL Er	Accessories	Same as P1 Er error code	Same as P1 Er error code
CP Er	Accessories	Same as P1 Er error code	Same as P1 Er error code